

Prompt Pay Compliance Summary for Processed Electronic Long Term Care and HCBS Claims

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional requirements apply to electronically submitted nursing facility claims and for HCBS claims for services other than PERS, assistive technology, minor home modifications, and pest control.

TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

AMERIGROUP Tennessee, Inc.

Region(s): Middle

1/31/2011	100%	99.9%	YES
2/28/2011	100%	99.9%	YES
3/31/2011	100%	100.0%	YES
4/30/2011	100%	100.0%	YES
5/31/2011	100%	100.0%	YES
6/30/2011	100%	100.0%	YES
7/31/2011	100%	100.0%	YES
8/31/2011	100%	100.0%	YES
9/30/2011	100%	100.0%	YES
10/31/2011	100%	100.0%	YES
11/30/2011	100%	100.0%	YES
12/31/2011	100%	100.0%	YES
1/31/2012	99%	100.0%	YES
2/29/2012	100%	100.0%	YES
3/31/2012	100%	100.0%	YES
4/30/2012	100%	100.0%	YES
5/31/2012	99%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): East

1/31/2011	96%	99.7%	YES
2/28/2011	97%	99.9%	YES
3/31/2011	93%	99.9%	YES
4/30/2011	91%	100.0%	YES
5/31/2011	99%	100.0%	YES
6/30/2011	92%	100.0%	YES
7/31/2011	90%	99.8%	YES
8/31/2011	99%	99.7%	YES
9/30/2011	99%	99.9%	YES
10/31/2011	100%	100.0%	YES
11/30/2011	100%	100.0%	YES
12/31/2011	100%	99.9%	YES
1/31/2012	99%	100.0%	YES
2/29/2012	98%	100.0%	YES
3/31/2012	100%	100.0%	YES
4/30/2012	99%	100.0%	YES
5/31/2012	97%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): Middle

1/31/2011	95%	98.9%	NO
2/28/2011	97%	99.9%	YES
3/31/2011	95%	99.9%	YES
4/30/2011	95%	100.0%	YES
5/31/2011	99%	100.0%	YES
6/30/2011	89%	99.8%	NO
7/31/2011	87%	99.8%	NO
8/31/2011	100%	99.9%	YES
9/30/2011	100%	100.0%	YES
10/31/2011	100%	100.0%	YES
11/30/2011	100%	100.0%	YES
12/31/2011	100%	100.0%	YES
1/31/2012	100%	99.9%	YES
2/29/2012	94%	100.0%	YES
3/31/2012	100%	100.0%	YES
4/30/2012	97%	100.0%	YES
5/31/2012	94%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): West

1/31/2011	95%	99.4%	NO
2/28/2011	98%	100.0%	YES
3/31/2011	94%	99.9%	YES
4/30/2011	94%	100.0%	YES
5/31/2011	99%	99.9%	YES
6/30/2011	93%	100.0%	YES
7/31/2011	89%	99.9%	NO
8/31/2011	100%	100.0%	YES
9/30/2011	100%	99.9%	YES
10/31/2011	100%	100.0%	YES
11/30/2011	100%	100.0%	YES
12/31/2011	100%	100.0%	YES
1/31/2012	99%	100.0%	YES
2/29/2012	98%	100.0%	YES
3/31/2012	100%	100.0%	YES
4/30/2012	99%	100.0%	YES
5/31/2012	97%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

Region(s): East

1/31/2011	95%	99.9%	YES
2/28/2011	100%	100.0%	YES
3/31/2011	100%	100.0%	YES
4/30/2011	100%	100.0%	YES
5/31/2011	100%	100.0%	YES
6/30/2011	100%	100.0%	YES
7/31/2011	100%	100.0%	YES
8/31/2011	100%	100.0%	YES
9/30/2011	100%	100.0%	YES
10/31/2011	100%	100.0%	YES
11/30/2011	100%	100.0%	YES
12/31/2011	100%	100.0%	YES
1/31/2012	100%	100.0%	YES
2/29/2012	100%	100.0%	YES
3/31/2012	100%	100.0%	YES
4/30/2012	100%	100.0%	YES
5/31/2012	100%	100.0%	YES

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	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

Region(s): West

1/31/2011	94%	99.9%	YES
2/28/2011	100%	100.0%	YES
3/31/2011	99%	100.0%	YES
4/30/2011	99%	99.9%	YES
5/31/2011	100%	100.0%	YES
6/30/2011	100%	100.0%	YES
7/31/2011	100%	100.0%	YES
8/31/2011	100%	100.0%	YES
9/30/2011	100%	100.0%	YES
10/31/2011	100%	100.0%	YES
11/30/2011	100%	100.0%	YES
12/31/2011	100%	100.0%	YES
1/31/2012	100%	99.9%	YES
2/29/2012	100%	100.0%	YES
3/31/2012	100%	100.0%	YES
4/30/2012	100%	100.0%	YES
5/31/2012	100%	100.0%	YES

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	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

Volunteer State Health Plan, Inc., d/b/a TennCare Select

Region(s): All

1/31/2011	86%	85.7%	NO	
2/28/2011	100%	100.0%	YES	
3/31/2011	100%	100.0%	YES	
4/30/2011	100%	100.0%	YES	
5/31/2011	100%	100.0%	YES	
6/30/2011	100%	100.0%	YES	
7/31/2011	100%	100.0%	YES	
8/31/2011	100%	100.0%	YES	
9/30/2011			N/A	No original claims processed for the month.
10/31/2011			N/A	No original claims processed for the month.
11/30/2011	100%	100.0%	YES	
12/31/2011	100%	100.0%	YES	
1/31/2012			N/A	No original claims processed for the month.
2/29/2012	100%	100.0%	YES	
3/31/2012	100%	100.0%	YES	
4/30/2012	67%	66.7%	NO	However, only 3 claims processed for the month.
5/31/2012	100%	100.0%	YES	